



CUSTOMER OVERVIEW

- A Regional Medical Facility enlisted TechSource to audit their telecommunications billing thoroughly.

KEY CHALLENGES & OBJECTIVES:

- Extensive data collection of historical invoices.
- Objectives were to identify cost savings and strategically apply those savings to technology upgrades.

TECHSOURCE SOLUTION:

- Our team entered extensive historical information and documentation for their technology spending into a central database. After organizing the data, our team audited the information against existing rate schedules and service agreements. This process ensured each invoice was correctly computed and carefully examined the billing history for potential overcharges.
- During this process, the TechSource/PAG analytical team noted that one of the client's vendors was billing for services that were no longer necessary and should have been canceled.
- The IT staff could completely cancel unused services and help identify ways to utilize existing services better.

RESULTS:

The client achieved annual cost savings above \$360,000, resulting in an overall savings of 25.4%. The client could purchase much-needed equipment with the capital the savings freed up from the telecom budget.

